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Biden urges Delawareans to protect themselves against snowstorm-related repair fraud

Wilmington, DE – As Delawareans continue to dig out and begin to make repairs from some of the largest winter storms in state history, Attorney General Beau Biden urged homeowners and business owners to take precautions to guard against fraudulent repair schemes.

“People with bad intentions may try to victimize Delawareans who need to have work done to their homes or businesses as a result of the severe weather we have faced,” Biden said. “There are some easy steps Delawareans can take to ensure they use one of the many reputable and honest contractors in our state. The Delaware Department of Justice will not tolerate citizens being taken advantage of during their time of need. We will vigorously pursue reports of fraud and hold perpetrators accountable.”

Biden recommended citizens do the following before engaging a contractor’s services:

- Be wary of door-to-door solicitations
- Do not pay the full amount up-front; don’t make your final payment until the work is completed to your satisfaction
- Always obtain a written proposal, including cost estimate; consider obtaining multiple proposals and cost estimates
- Insist that contractors show proof that they are licensed and insured
- Use established and well-recommended contractors; obtain and contact references of past customers
- Check with the county or city to see whether a contractor is licensed or registered and whether permits and inspections are required for the work
- Check out a contractor by contacting the Better Business Bureau at 302-230-0108 or <http://delaware.bbb.org>

Delawareans who have questions or believe they have been the victim of contractor fraud are urged to call the Attorney General’s toll-free Consumer Hotline at **1-800-220-5424** or email consumer.protection@state.de.us.

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